

**WIB report to the WDC**  
(For August 9, 2012 WDC Meeting)

Date:	August 2, 2012
Island:	Maui County (Maui, Molokai, and Lanai)
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## **1) SUMMARY**

The Maui County Workforce Investment Board (MCWIB) continued to progress under the leadership of Chair Leslie Wilkins. The Youth Council roster is nearly complete with only the need to fill the parent requirement as outlined under WIA Public Law, Sec. 117 (h)(2)(iv) “parents of eligible youth seeking assistance under this subtitle.” Scheduling a meeting has been a challenge due to the individual schedules but hope to have the council’s first meeting in the near future.

The County continues to work diligently to expend SESP funds. The Office of Economic Development (OED), in partnership with the Hawaii State Department of Labor and Industrial Relations (DLIR), Department of Agriculture (DOA) and Workforce Development Council (WDC) presented its first Maui Agriculture Skills Panel Conference on June 7, 2012 at the Maui Beach Hotel to an audience of more than 120 participants. The County continues to anticipate expending administration and training dollars from the SESP grant as a result of this skills panel forum. The County, in partnership with the WDD Maui Branch and contacts on Moloka’i, is working diligently to provide water management training to Moloka’i farmers before the end of the calendar year. The proposed training is in hopes of building confidence in government and its willingness and ability to support the agriculture industry by providing immediate returns stemming from the skills panel conference. The Executive Planning Committee has also met to collaborate on possible training for farmers on Maui as well.

With regards to the programs, the service providers continue to provide quality services to the community of Maui County while facing the many challenges that come with an economy such as ours. Program reports of the Service Providers activities are as follows.

## **2) INDIVIDUAL PROGRAMS**

### **A) Workforce Development Division (WDD)/WorkSource Maui (WSM) (WIA Adult and Dislocated Worker Service Provider)**

Assisted the following employers with their respective on-site recruitment efforts: Hawaiian Commercial & Sugar (7), Jobline Xpress (12), Dorvin Leis (2), Maui Economic Opportunity (8), Starwood Hotels and Resorts (36), Ritz Carlton Kapalua (20), Lowe’s (9), Marriott’s Maui Ocean Club (10), UH-Maui College (20), VIP FoodService (5), Hale Makua Health Services (14), Hyatt Regency Maui (4), Securitas Security (2), G4S Secure Solutions USA Inc. (4) GoWireless (2), CC Engineering and Construction Inc. (2), United States Postal Service (2), Hotel Wailea Maui (3), Dorvin D. Leis (2), Molokai Ohana Health Care (2), Hikiola Cooperative (3), Advantage Sales and Marketing (4), Swarovski (6), DAL Global Services (7), Hart Intercivic (3), Pukalani Superette (4), Van’s Beauty Salon (2), Sears Roebuck, Goodwill Industries, Haleakala National Park, Bowman Termite & Pest Management, Paddler’s Inn, Maui

Family YMCA, Tesoro Corporation, Oceanic Companies, Inc., Young Brothers Ltd., Akamai Pest Control, Maui Memorial Park, Akimeka, LLC, Kalima O Maui, Café O Lei, Maui Disposal, Pacific Restaurant Supply, Hawaiian Dredging Construction Company, Sheraton Maui Resort, Whaler's Realty, Top's Roofing and Maui Electric Company to name a few.

Daily maintenance of current and newly posted job listings from Employer Relations via personal contact (face to face), telephone, email and/or faxed job orders is ongoing.

Outreach services are provided on a daily (average 3), weekly (approximately 15) and monthly (average 40-60) basis to various organizations, employers and businesses. Outreach is provided to the Department of Education schools on a regular once per week service to Maui High and Baldwin High. Lahainaluna, King Kekaulike, Seabury, Kamehameha Schools Maui and all Intermediate schools are provided services periodically throughout the school year. WDD/WSM provides overview and services to the University of Hawaii, Maui College and Maui Community School for Adults as requested.

Other events that the WDD WorkSource Maui have participated in:

- ✓ Conducted mock interviews for students at Maui High and Baldwin High Schools
- ✓ On-going assistance provided to High Schools for Guest Speakers to talk with students about industries and careers, employer involvement with mock interviews, soft skills information, internships, mentoring, job shadowing, application and resume preparation
- ✓ Pacific Radio Group Job Fair – Queen Kaahumanu Center
- ✓ UH Maui College, Career Fair
- ✓ Hire Heroes Job Fair – King Kamehameha Golf Club
- ✓ Hire Heroes teleco
- ✓ Teleconferences and Webinars:
  - Webinar – USDOL – Alien Labor Certification (ALC)
  - Monthly teleconference – USDOL – ALC
  - ARRA and RAD system for SESP
  - Disability Employment Initiative (DEI)
    - DEI Bi-Weekly conference calls
    - Ticket to Work
    - Building Partnerships & Collaboration
    - eProcess
    - Serving the Deaf & Hard of Hearing
    - Overview & Partnership Plus
    - Top DEI Myths
    - Employment Network (EN) Business Model and Partnership
    - ADA & The One-Stop
    - EN Marketing & Outreach
    - Ticket Holder Assessment & Individual Work Plan Assignment
    - ADA Network, ADA Centers
    - Breakdown of Integrated Resource Team (IRT)
    - Benefits Counseling Training
  - Hire Heroes with Chamber of Commerce
- ✓ Technical Assistance training for WIA
- ✓ Technical Assistance training for TAA
- ✓ Public Safety Re-Entry Training through MEO's BEST program
- ✓ TAA and TAPR reporting
- ✓ Veterans Retraining Assistance Program (VRAP)
- ✓ REA and REA EUC implementation, technical assistance

## Workforce Investment Act (WIA)

WIA staff continues its efforts in the recruitment and enrollment of eligible Adult and Dislocated Worker customers to provide Core, Intensive and Training information and services. Intensive screening for potential participants through HNH, walk-ins, UI claimants, referrals from other WDD programs (Wagner Peyser, Worker Profiling, REA, REA EUC Veterans), development of Work Experience and On-the-Job-Training components. Management continues to work on strategies to improve recruitment, enrollment, counseling, case management, performance outcomes and overall services provided in the WIA programs. Training components requested by eligible participants include computer applications, GED/Diploma certificates, Nursing, Human Services, Accounting and Sustainable/Green Technology.

Continue recruitment and education of employers, organizations and customers for the On-the-Job-Training National Emergency Grant (OJT NEG) funding. This grant provides opportunities to Dislocated Workers laid off since January 1, 2008 and considered prolonged unemployed (longer than 20 weeks) to be matched with an employer according to the employer's job opening and customer's employment goal as established in the Individual Employment Plan (IEP). OJT NEG contracts developed between an employer and local area program provides for occupational training not to exceed 6 months depending on the job position and reimbursement of up to 90% of the wage rate to compensate for the employer's extraordinary cost depending on the employer size.

Through the State Energy Sector Partnership (SESP) grant, training in "green" industry has been very successful. Training in Solar PV Design and Installation (Solar Electric), Solar Thermal Design and Installation (Solar Water Heating) and Solar Sales have been the choices of our participants in meeting their employment goals. Training providers also offer participants who successfully complete PV and/or Solar Thermal training to take the Entry Level North American Board of Certified Energy Practitioners (NABCEP) exam. Achievement of the NABCEP Entry Level Exam is a way for participants to demonstrate that they have achieved a basic knowledge of the fundamental principles of the application, design, installation and operation of PV and Solar Heating systems. Program participants are also eligible for OJT under this SESP grant with similar training periods and reimbursement of wages as stated above.

WIA program monitoring was conducted in May by State Administrative staff and report is pending.

### Other Items

- Local Veterans Employment Representative (LVER) continues his efforts in providing a variety of services to our Military personnel. Assistance with resumes, job search and development, monitoring of the Federal Contractor Job Listings (FCJL), counseling, assistance with application processes for various Veteran reemployment and support programs and referrals to veteran and non-veteran support service agencies.
- LVER conducts weekly outreach services to the Maui Veterans Center, daily/weekly employer relations to various businesses including the Trade Unions. Outreach also includes educating our businesses on the benefits to hiring our Military personnel such as a Toolkit for Employers (USDOL – Veterans Administration website); Hire Vets First, tax incentives, programs that assist in wage reimbursements during the training period of employment and priority of service.

- Available programs and services for Veterans include but not limited to: Uniformed Services Employment and Reemployment Rights Act (USERRA), Gold Card Initiative, VOW to Hire Heroes Act, Jobs for Veterans Act, Homeless Veteran's Reintegration Program (HVRP), GI Bill, Veterans Workforce Investment Program (VWIP), Incarcerated Veteran's Transition Program (IVTP) and Veterans Retraining Assistance Program (VRAP).
- Disability Employment Initiative (DEI). To improve coordination and collaboration among employment and training and asset development programs implemented at state and local levels, including the Ticket to Work Program and build effective community partnerships that leverage public and private resources to better serve individuals with disabilities and improve employment outcomes. The DEI is jointly funded and administered by the US DOL's Employment and Training Administration and the Office of Disability Employment Policy to improve education, training and employment opportunities and outcomes of youth and adults who are unemployed, underemployed and/or receiving Social Security disability benefits.

DEI services are provided by the Disability Resource Coordinator (DRC) and Business Relations Inclusion Coordinator (BRIC).

The DRC is responsible for increasing the amount of job seekers with disabilities documented as receiving one-stop services while improving outcomes for job seekers with disabilities by training one-stop center staff on resources and coordinating with partner agencies to provide optimal job search services. The DRC will serve as a resource on programs and services that impact the employment or employability of persons with disabilities; effectively presents information to the public on employment services, work incentives, job accommodations and benefits of employment of individual with disabilities; assists with ADA compliance, develops relationships with disability groups while training and providing pertinent information to one-stop staff; coordinates the Ticket to Work (TTW) program and flex funding services within the local one-stop by gathering supporting documentation, data and reports and communicate with Social Security Administration and TTW operations personnel; builds/establishes relationships with organizations to create and sustain an Integrated Resource Team.

DRC has established "Workforce Solutions Maui", coordinated meeting for the DEI Steering Committee, provided staff training, Assistive Technology inventory and request for updated AT equipment, attended workshop with the UH Center on Disability Studies Benefits Counseling Training, coordinated CDS workshops, attended meetings with the DD Committee, MDA Legislative Forum Planning, Maui Disability Alliance, participated in numerous teleconferences and webinars.

The BRIC is responsible for improving employment outcomes for job seekers with disabilities by focusing on building employer relationships in the community, which support inclusive employment practices. The BRIC will focus on supporting local Business Leadership Network (BLN) activities as well as working with employers to facilitate internships and job experience opportunities for job seekers with disabilities. Presents information to the public on employment services, job accommodations and benefits of employment of individuals with disabilities; assist with ADA compliance and procurement of updated assistive technology for the business sector on issues and programs related to individuals with disabilities such as universal design and accessibility, availability of assistive technologies, tax incentives and reasonable

accommodations; provides technical assistance to businesses within the community and trains businesses on inclusive resources and practices; outreach employers and coordinates the development and sustainability of a supportive local BLN; assists and trains one-stop business relations staff to know about disability related information such as reasonable accommodations and tax credits; coordinates with employers and case managers as needed to facilitate customized employment activities.

BRIC has been speaking with various industry employers and working to establishing a BLN group of Maui County, participated in numerous teleconferences and webinars, provided an overview of job duties as the BRIC to staff and attended workshops.

- Trade Adjustment Assistance (TAA). Staff continues to provide case management and follow up services to former employees of Maui Land and Pineapple Company (ML&P) laid off since 2007.

Case management and training needs assessment is on-going and enrollment to the Summer Semester has been completed. Tuition and support services (books, tools, etc) have been requested and requisitioned. Courses of study include Sustainable Energy, Human Services, Accounting, Business Administration and Building Maintenance.

TAA staff has also assisted participants with updated information on COBRA, Unemployment Insurance, TRA/ATAA (trade associated benefits), job search, development and referral services.

TAA staff has begun the exiting process for participants that are no longer receiving TAA related services due to various reasons such as back to work, retirement, relocation, no need of services, etc. These participants continued to receive 12 months of follow up service even after services were no longer required/requested by them.

- Re-employment & Eligibility Assessment (REA). The goal of the REA program is to ensure that claimants meet UI eligibility requirements as well as registration for work and posting an on-line resume with the Workforce Development Division's HireNet Hawaii operating system.

As of this quarter ending June 30, 2012, WDD Wailuku office has serviced 1583 claimants surpassing our goal of 1116 for this program year. New program year begins July 1, 2012.

Effective March 23, 2012, an additional group of claimants was added to the REA program. These claimants will be on Emergency Unemployment Compensation and labeled REA EUC. The Unemployment Compensation Division has established criteria to identify these claimants who will be referred to WDD for re-employment and eligibility assessments, labor market information, assessment of individual skills, receive all services that are currently provided to REA participants, individual counseling and information on other optional services that may be received through the One-Stop and/or partnering agencies. WDD will receive 24 EUC claimants per week.

- Volunteer Internship Program (VIP) Hawaii Department of Labor and Industrial Relations (DLIR) initiative designed to stimulate job growth in Hawaii. Former Governor Linda Lingle developed this innovative project in response to Hawaii's growing job loss. VIP is a voluntary program that allows job seekers, especially those receiving unemployment insurance (UI) benefits to gain workforce training. Upon successful completion of training, interns receive a

certification of job skills acquired and consideration for employment. The opportunity to train through VIP is limited to a maximum of 32 hours per week for up to 8 weeks.

For Maui County, 98 customers have completed the VIP application process on-line, 75 have been provided VIP overview and orientation and 17 have been placed into VIP agreements with various employers.

More information may be found at [www.hawaii.gov/labor/vip](http://www.hawaii.gov/labor/vip).

- On-going assistance is provided to employers interested in Foreign Labor Certification (FLC) and Work Opportunity Tax Credit (WOTC). In this past quarter, no applications were received for ALC/H2A, however, assistance provided to Hawaii County in their efforts to recruit US workers for an H2A employer. WDD received 118 new requests for WOTC determinations.

## **B) KU'INA PROGRAM – (WIA Youth Services Provider)**

### Post-Secondary Education

There were 27 Ku'ina students enrolled at UH Maui College for the Spring 2012 semester. On average Ku'ina students attempted 11 credits and completed 11 credits. The average term Grade Point Average (GPA) was 3.09 on a 4.0 grading system. Of the 27 students, 7 of them attained credentials.

### Outreach

Ku'ina obtained a list of about 900 names of Pell eligible students who applied to UH Maui College and are between the ages of 16-21. All 900 names were notified of Ku'ina's informational meeting that was held in July. About 20 interested students showed up. Program created an informational video and posted it on their website for interested students that could not make the meeting. This video was also emailed to UH Maui College faculty and staff on Maui, Molokai, Lanai, and Hana. The video can be found at [www.hawaii.edu/services/kuina](http://www.hawaii.edu/services/kuina).

Ku'ina staff will be conducting on-site outreach to Lanai, Molokai, and Hana the second week of August. These visits will include high school and college students. Maui high schools will also be visited by Ku'ina staff.

### Social Policy Research Training

On June 26-27, Social Policy Research (SPR) provided helpful technical assistance to Ku'ina and county staff. Training was focused on ways to meet performance measures. Follow up conference calls are being scheduled.

### Performance Measures

In the preliminary 4<sup>th</sup> Qtr Report dated 6/28/12, the Ku'ina program is meeting 6 of the 7 performance measures. Meeting the measure is defined as meeting or exceeding 80% of the negotiated goal.

See Below.

### 3) ACTUAL vs. GOALS

Maui County's Performance Measures for period ending June 30, 2012 (4<sup>th</sup> Quarter PY11):

CATEGORY	MEASURES	ACTUAL		GOALS (neg)
		Current Qtr	Cuml. Qtr	
ADULT	Entered Employment Rate	50.0%	85.7%	65%
	Employment Retention Rate	66.7%	80.0%	74%
	Earnings Change	\$8,725.50	\$8,190.80	\$10,800
	Employment & Credential Rate	0.0%	100.0%	62%
DISLOCATED WORKER	Entered Employment Rate	100.0%	84.2%	57%
	Employment Retention Rate	100.0%	100.0%	57%
	Earnings Change	\$13,850.50	\$14,921	\$5,996
	Employment & Credential Rate	50.0%	50.0%	57%
OLDER YOUTH	Entered Employment Rate	66.7%	75.0%	33%
	Employment Retention Rate	0.0%	50.0%	60%
	Earnings Change	\$0.00	\$-1,870.50	-\$244
	Credential Rate	66.7%	71.4%	38%
YOUNGER YOUTH	Skill Attainment Rate	0.0%	83.9%	71%
	Diploma Attainment Rate	0.0%	40.0%	44%
	Retention Rate	0.0%	80.0%	44%
CUSTOMER SATISFACTION	Employer	State to provide at a later date		72%
	Customer	State to provide at a later date.		82%

Note: The information on the above report was taken from the 4<sup>th</sup> Quarter report for PY2011 provided by the State DLIR/WDD.

### 4) OTHER: NONE